



Training Presentation for:

BUPERSINST 5230.7

“Information Technology System Maintenance, Functional Degradation, Outage, and Urgent Situation Policy and Reporting Procedures”

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Presentation Outline

- Purpose of BUPERSINST 5230.7
- Types of Reports
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 - Availability
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 - Functional Degradation
 - Dependency Outage
 - Unscheduled Outage
 - Urgent Situation
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 - Scheduled Outage
 - Functional Degradation, Dependency Outage, or Unscheduled Outage
 - Urgent Situation
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Purpose of BUPERSINST 5230.7

- The purpose of BUPERSINST 5230.7 is to keep the Deputy Chief of Naval Personnel informed of the status of all BUPERS IT systems. This task is performed via the Information Management Office Maintenance Coordinator (IMO MC), who relies on both the Functional Program Manager (PM) and the service provider to use the reporting processes outlined in the instruction.
- Definition of BUPERS IT System: For the purpose BUPERSINST 5230.7, a BUPERS IT System is any system registered in the Department of Defense (DoD) IT Portfolio Repository, Navy (DITPR-DON) that is functionally managed by BUPERS personnel, regardless of Budget Submitting Office (BSO), Mission Assurance Category (MAC), designated Mission Criticality, or physical location.



Types of Reports

- There are two monthly reports that the IMO MC is required to provide to DCNP: a scheduled maintenance report (SM) and an availability report. The SM report shows the planned availability of the IT systems, whereas the availability report shows what actually happened. Each report requires cooperation from the Functional PM and/or the System Service Provider (SSP) to ensure the data is correct.
- If an unexpected issue arises during the course of the month, the Functional PM and the SSP will coordinate to provide the IMO MC an additional email report, in the proper format, describing the circumstances and impact of the event.
- These additional reports can be one of the following, each of which is described in more detail in this presentation:
 - Scheduled Outage
 - Functional Degradation, Dependency Outage, or Unscheduled Outage
 - Urgent Situation
 - After-Action, Root Cause Analysis Report



Scheduled Maintenance Report

- Definition: Scheduled Maintenance is the amount of time that the system is planned to not be available to the customer recognized before the 15th of the preceding month.
- Person Responsible for Submitting the Report: IMO MC
- Report Sent to: DNCP
- Functional PM and/or SSP Action: Coordinate to provide the IMO MC with the information requested to build the report. The IMO MC will typically provide a draft report and solicit verification. The Functional PM and/or SSP will verify accuracy or provide corrected and/or missing information.

Note: negative reports are required.



Availability Report

- Definition: Availability is the actual time that the system was available to the customer over the reporting month during the advertised period. The availability report includes other metrics relating to system availability.
- Person Responsible for Submitting the Report: IMO MC
- Report Sent to: DNCP
- Action: Functional PM and/or SSP coordinate to provide the IMO MC with the information requested to build the report. The IMO MC will typically provide a draft report and solicit validation. The Functional PM and/or SSP will validate accuracy or provide corrected and/or missing information.

Note: negative reports are required.



Scheduled Outage Report

- Definition: A Scheduled Outage is the planned time that the system is not available to the customer, but is recognized after the 15th of the preceding month.
- Person Responsible for Submitting the Report: Functional PM or SSP
- Report Sent to: IMO MC, who in turn forwards it to DNCP
- Action: Functional PM and/or SSP coordinate to provide the IMO MC with an email report in the format found in Enclosure (1) at least 3 business days prior to the date of the planned outage (when possible).



Functional Degradation Report

- Definition: A Functional Degradation (FD) is when the system experiences a degradation in service which impacts normal operations. The degradation can either be internal or external to the system. Examples would be network latency issues (external) or a partial loss of functionality (internal).
- Person Responsible for Submitting the Report: Functional PM or SSP
- Report Sent to: IMO MC, who in turn forwards it to DNCP
- Action: Functional PM and/or SSP coordinate to provide the IMO MC with an email report in the format found in Enclosure (2) within 30 minutes of the degradation, or as soon as possible after knowledge of the degradation. Status updates will then be provided every 4 hours, when practical, until the problem is resolved.
- After Action: Functional PM and/or SSP coordinate to provide the IMO MC an after action report using the memorandum format provided in Enclosure (3). This report needs to be submitted NLT 5 business days after the date of correction.



Dependency Outage Report

- Definition: A Dependency Outage is when the system is not available to the customer in the planned "up window" due to the dependency on the availability of another system or service.
- Person Responsible for Submitting the Report: Functional PM or SSP
- Report Sent to: IMO MC, who in turn forwards it to DNCP
- Action: Functional PM and/or SSP coordinate to provide the IMO MC with an email report in the format found in Enclosure (2) within 30 minutes of the outage, or as soon as possible after knowledge of the outage. Status updates will then be provided every 4 hours, when practical, until the problem is resolved.
- After Action: Functional PM and/or SSP coordinate to provide the IMO MC an after action report using the memorandum format provided in Enclosure (3). This report needs to be submitted NLT 5 business days after the date of correction.



Unscheduled Outage Report

- Definition: An Unscheduled Outage the unplanned amount of time that the system is not available to the customer in the planned "up window" that is not due to the dependency on the availability of another system or service.
- Person Responsible for Submitting the Report: Functional PM or SSP
- Report Sent to: IMO MC, who in turn forwards it to DNCP
- Action: Functional PM and/or SSP coordinate to provide the IMO MC with an email report in the format found in Enclosure (2) within 30 minutes of the outage, or as soon as possible after knowledge of the outage. Status updates will then be provided every 4 hours, when practical, until the problem is resolved.
- After Action: Functional PM and/or SSP coordinate to provide the IMO MC an after action report using the memorandum format provided in Enclosure (3). This report needs to be submitted NLT 5 business days after the date of correction.

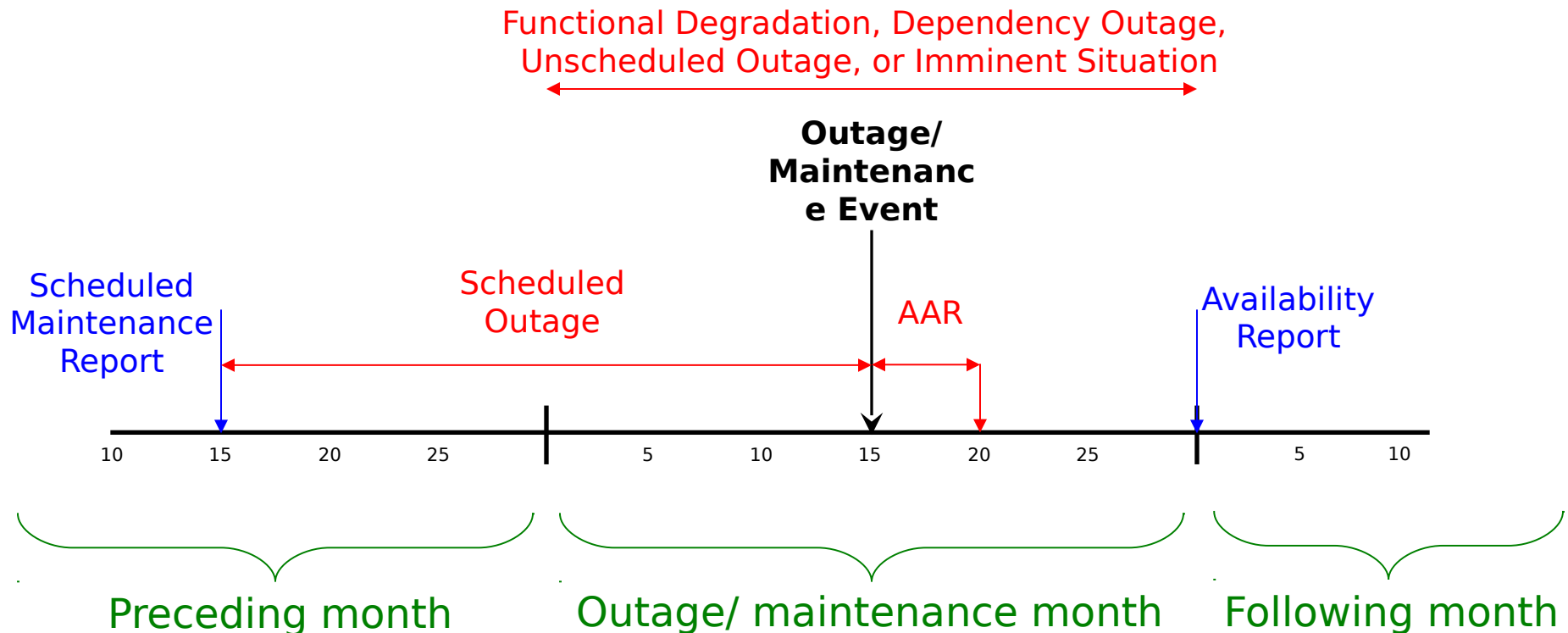


Urgent Situation Report

- Definition: An Urgent Situation occurs when a degradation or outage of a system is imminent due to an unexpected or unplanned factor.
- Person Responsible for Submitting the Report: Functional PM or SSP
- Report Sent to: IMO MC, who in turn forwards it to DNCP
- Action: Functional PM and/or SSP coordinate to provide the IMO MC with an email report in the format found in Enclosure (4) within 1 hour of identification of the imminent, degradation or unexpected outage.



Reporting Snapshot



Red font indicates reports submitted by Functional PM/SSP

Blue font indicates reports submitted by IMO MC with assistance from Functional PM/SSP

Unclassified



Template *(Scheduled Outage)*

Digitally Sign and Encrypt message when practical.

Send to BUPERS_IMOMC@navy.mil

Cc any relevant personnel in management or the user community.

Put "(FOUO) Scheduled Outage" in the subject line; do not put the system name or acronym in the subject line.

Include system acronym in the message body.

Include multiple outage windows if necessary.

Ensure times are EST or EDT.

Describe the details surrounding the outage.

Describe the impact the outage will have on the business.

POC information needs to be someone that can answer questions regarding the outage.

(FOUO) Scheduled Outage - Message (Pl...

Message Insert Options Format Text Adobe PDF

Paste Clipbo... Basic Text Names Inclu... Options Proofing

Send

To... BUPERS_IMOMC@navy.mil

Cc... [Other relevant addresses]

Subject: (FOUO) Scheduled Outage

FOR OFFICIAL USE ONLY (FOUO)

SCHEDULED OUTAGE NOTIFICATION for: [System Acronym]

DATE/TIME OF OUTAGE: YYYYMMDD HHMM EST/EDT
DATE/TIME OF RESTORAL: YYYYMMDD HHMM EST/EDT
ESTIMATED DURATION: [# of hours]

DOWNTIME DESCRIPTION/CAUSE:

IMPACT/SYSTEMS AND USERS AFFECTED:

OTHER:

POINT OF CONTACT INFORMATION:
NAME:
PHONE:
E-MAIL:

FOR OFFICIAL USE ONLY (FOUO)

Click inside this text box to copy and paste this template to your email message

Unclassified



Template *(Functional Degradation, Dependency Outage, or Unscheduled Outage)*

Digitally Sign and Encrypt message when practical.

Send to BUPERS_IMOMC@navy.mil.

Cc any relevant personnel in management or the user community.

Put "(FOUO) Functional Degradation or Dependency Outage or Unscheduled Outage" in the subject line; do not put the system name or acronym in the subject line.

Include system acronym in the message body.

Ensure time is in EST or EDT.

Describe the details surrounding the event; include estimated time to restoral.

Describe the impact the degradation/ outage will have on the business.

POC information needs to be someone that can be contacted at any time to answer questions regarding the degradation/outage.

(FOUO) [Outage or Degradation type] - M...

Message Insert Options Format Text Adobe PDF

Paste Clipbo... Basic Text Names Inclu... Options Proofing

Send

To... BUPERS_IMOMC@navy.mil

Cc... [Other relevant addresses]

Subject: (FOUO) [Outage or Degradation type]

FOR OFFICIAL USE ONLY (FOUO)

[Outage or Degradation type] NOTIFICATION for: [System Acronym]

DATE/TIME OF OCCURRENCE: YYYYMMDD HHMM EST/EDT

DESCRIPTION/CAUSE:

IMPACT/SYSTEMS AND USERS AFFECTED:

OTHER:

POINT OF CONTACT INFORMATION:
NAME:
PHONE:
E-MAIL:

FOR OFFICIAL USE ONLY (FOUO)

Click inside this text box to copy and paste this template to your email message

Unclassified



Template *(Urgent Situation)*

Digitally Sign and Encrypt message when practical.

Send to BUPERS_IMOMC@navy.mil.

Cc any relevant personnel in management or the user community.

Put "(FOUO) Urgent Situation" in the subject line; do not put the system name or acronym in the subject line.

Describe the details surrounding the event; include estimated time of the beginning of the degradation/outage and the estimated time of restoral.

Describe the impact the degradation/outage will have on the business.

POC information needs to be someone that can be contacted to answer questions regarding the event.

(FOUO) Urgent Situation - Message (Plain...

Message Insert Options Format Text Adobe PDF

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Send

To... BUPERS_IMOMC@navy.mil

Cc... [Other relevant addresses]

Subject: (FOUO) Urgent Situation

FOR OFFICIAL USE ONLY (FOUO)

URGENT SITUATION NOTIFICATION for: [System Acronym]

DESCRIPTION/CAUSE:

IMPACT/SYSTEMS AND USERS AFFECTED:

OTHER:

POINT OF CONTACT INFORMATION:

NAME:

PHONE:

E-MAIL:

FOR OFFICIAL USE ONLY (FOUO)

Click inside this text box to copy and paste this template to your email message

Unclassified



Template *(After-Action, Root Cause Analysis)*

FOR OFFICIAL USE ONLY (FOUO)

DD Month YYYY

From: [System Name] Functional Program Manager
To: Deputy Chief of Naval Personnel
Via: BUPERS, Information Management Office, Maintenance
Coordinator (BUPERS-07)
Cc: [Other relevant personnel in the management or user
community]

Subj: AFTER ACTION REPORT/ROOT CAUSE ANALYSIS

1.Executive Summary. Provide an executive summary of the incident to include what happened, factors contributing to the failure, corrective action, lessons learned, and plan to mitigate the probability/impact of future occurrences.

2.Incident Synopsis. Describe the incident in detail, including exact times if known, and resulting consequences.

3.Incident Analysis. Describe the methods used during the investigation – team interviews, timelines, fault tree analysis, etc. Include information about equipment, environment, management controls, process, and personnel as applicable.

4.Findings. Describe the findings from the analysis performed.

5.Corrective Action Taken. Describe the corrective action taken to resolve the problem.

6.Lessons Learned. Use this section to highlight lessons learned and best practices that can be implemented to prevent the same problem from recurring in the future.

7.Action Plan. Attach a plan of action and milestones as applicable detailing what, who, and when recommended changes will be implemented.

8.Appendices. Provide supporting information as required.

FOR OFFICIAL USE ONLY (FOUO)

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Backups

- Functional PM Designation Letter
- Publishing your certificates
- Definition Review



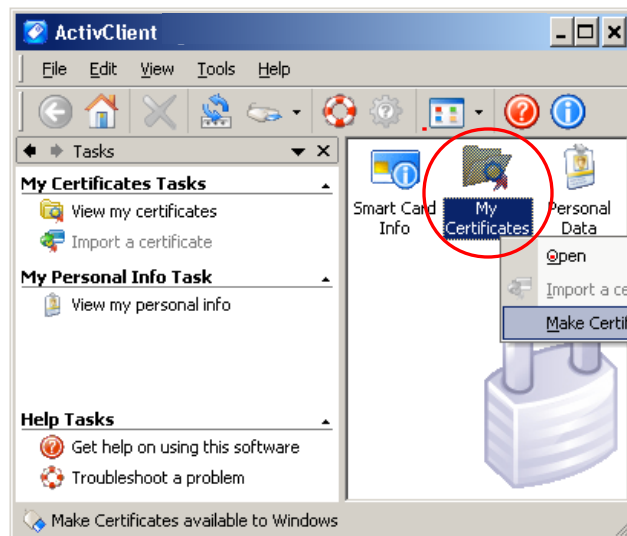
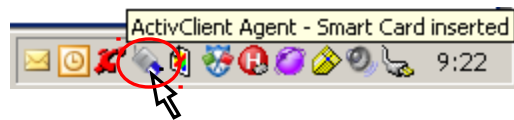
Functional PM Designation Letter

- Click on the link below to open Reference (a), BUPERS CIO letter 5200. Enclosure (1) of this letter provides a list of Functional Program Manager designees and their POC information (Note: CAC is required)

<https://www.npc.navy.mil/NR/rdonlyres/B6BEB783-E12A-4D8E-A9F6-C2329CC8A335/0/DesignationofFunctionalPMsforBUPERSITSystems.pdf>

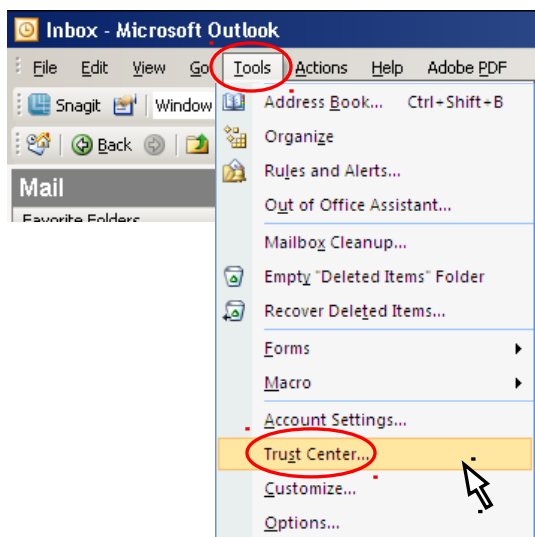
Publishing your certificates

- 1 Double-click on ActivClient Agent located in system tray (look down to the bottom right-hand-corner of your Desktop)

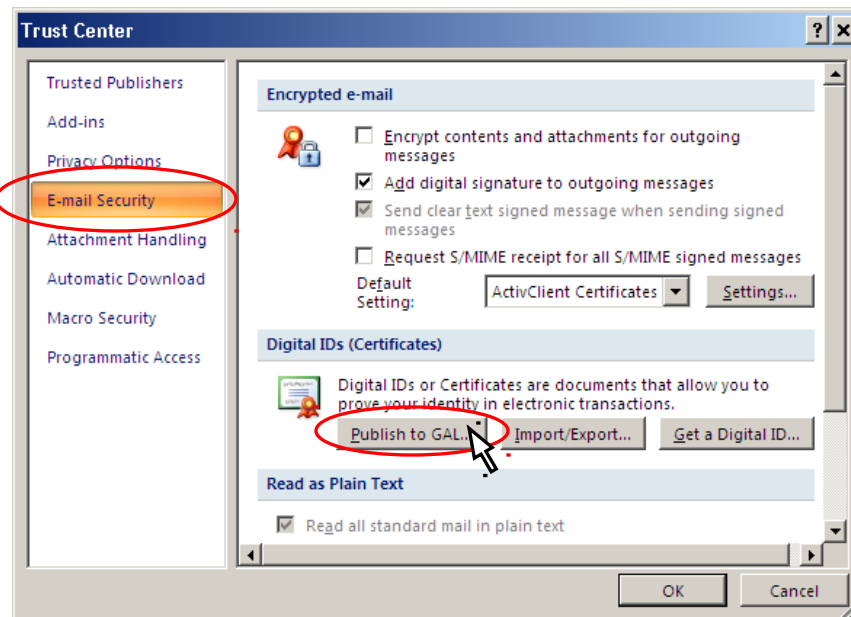


- 2 Right-click on 'My Certificates' icon to get menu
- 3 Click on 'Make Certificates available to Windows'

- 4 Go to 'Tools' then 'Trust Center' in Microsoft Outlook



- 5 Go to the 'E-mail Security' section and click on 'Publish to GAL'





Definition Review

SM	AM	SO	AO	FD	DO	UO	AdTA	AdPA	AcTA	AcPA	Availability
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Scheduled Maintenance:

Amount of time in hours that the system is planned to not be available to the customer recognized before the 15th of the preceding month.

Actual Maintenance:

Amount of time in hours that the system was actually down in the SM pre-planned maintenance window.

Scheduled Outage:

Planned time in hours that the system is not available to the customer, but is recognized after the 15th of the preceding month. Scheduled Outage time only occurs in the advertised "up" window.

Actual Outage:

Amount of time in hours that the system was actually down in the advertised "up window" to address the Scheduled Outage.

Functional Degradation:

The amount of time in hours that the system experienced a degradation in service which impacted normal operations. The degradation can either be internal or external to the system. Examples would be network latency issues (external) or a partial loss of functionality (internal).

Dependency Outage:

The amount of time in hours that the system is not available to the customer in the planned "up window" due to the dependency on the availability of another system or service.

Unscheduled Outage:

The unplanned amount of time in hours that the system is not available to the customer in the planned "up window" that is not due to the dependency on the availability of another system or service.

Advertised Time Available:

The total time in hours that the system was advertised to be available. This time is calculated by subtracting the SM time from total number of hours in the month.

Advertised Percent Available:

The percentage of the time that the system was advertised to be available to the customer over the reporting month. This percentage is calculated by dividing the system's AdTA by the total number of hours in the month.

Actual Time Available:

The total time in hours that the system was actually available to the customer during the advertised period. This time is calculated by subtracting the SM, SO, UO, and DO time from total number of hours in the month.

Actual Percent Available:

The percentage of the time that the system was actually available to the customer over the reporting month. This percentage is calculated by dividing the system's AcTA by the total number of hours in the month.

Percent Availability:

The actual percentage that the system was available to the customer over the reporting month during the advertised period. This percentage is calculated by dividing the system's AcTA by the AdTA (actual time/advertised time). Maximum is 100%.

Unclassified